

## Anne-Claire France, Ph.D., FACHE, MBB, CPHQ

Anne-Claire France, Ph.D., FACHE, MBB, CPHQ is Principal of Houston Health Innovations, LLC (HHI), an organization specializing in improving performance in healthcare systems using Robust Process Improvement® methodologies. Dr. France has trained and coached hundreds of Master Black Belts, Black Belts and Green Belts in Lean Six Sigma. Before becoming a Lean Six Sigma professional, she served as Director of the Center for Healthcare Improvement at Memorial Hermann Health System, where she actualized the process improvement ideas of front-line clinical staff. Her focus within healthcare is achieving high reliability via the improvement of patient safety, clinical outcomes, customer and staff satisfaction and opportunity cost. Anne-Claire's over 30 years of healthcare experience include over twenty years of application, training and education in applied research, process improvement, and high reliability science. Her clients have included multi-hospital health systems, physician organizations and group practices as well as the pharmaceutical industry and small rural hospitals.

Before founding Houston Health Innovations LLC in 2001, Anne-Claire held several leadership positions in healthcare organizations. She has taught applied research, quality analytics, statistics, and psychology. She has served as Adjunct Faculty at Tulane School of Public Health and Tropical Medicine, the Center for Health Studies, Houston Baptist University as well as academic appointments at the University of Texas Health Science Center at Houston Schools of Medicine and Nursing and Northern Illinois University. In addition to certifications as a Six Sigma Master Black Belt, in Health Care Administration, and as a Healthcare Quality Professional, Anne-Claire holds a B.A. from the University of Colorado (Boulder), a M.A. and Ph.D. from Vanderbilt University, and a Post-Doctoral Fellowship from the University of Texas Health Science Center at Houston Medical School. Anne-Claire is a fellow of the American College of Healthcare Executives (ACHE) and has served for nine years on the Education Foundation Board of the ACHE Southeast Texas Chapter.